

I have seen a decrease in VRS quality and availability. I need VRS to be able to have full telecommunications access at work. Please make no more cuts in the VRS rate until functional equivalency is achieved and until video mail is made available to us all who use VRS.

I manage a Center for the Deaf and Hard of Hearing that is housed in the Public Library here. We were the first VRS connection in a public facility in the State of Idaho. Many patrons have used the VRS with the satisfaction of conversing in their natural language, American Sign Language, and this service has helped close the gap between services available to the hearing and those with a hearing loss. Thanks for your time, Russell Patterson